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Office of the Sheriff

Jesse Jahner, Sheriff

September 9, 2024

Chad Peterson, Commission Chair

Via email

RE: Contract Agreement for Inmate Communications System at Cass County Jail
Action Requested.

Chairman Peterson,

In continuing efforts toward finalizing a vendor to provide for Inmate Communications, I am submitting a proposed contract with IC Systems for consideration and approval. This agreement has been reviewed by the Sheriff's Office and by the Cass State's Attorney Office. The contract is for a 3-year term, with 1 year auto renewal.

I have also included a single-page comparison of various features offered by the eight vendors who submitted proposals. While this comparison does not list every feature offered, it does provide a simple comparison view of key security and user features that are common across multiple vendors. The highlighted elements are those that the Sheriff's Office ultimately found to be most beneficial where there was the widest variance among proposals.

The proposed contract provides four options for phone and commission rates. Given the pending FCC action, the Sheriff's Office is recommending "Option 4" (Exhibit C), which would include the following:

1. Up front, irrevocable prepayment of \$100,000, from ICS to Cass County
2. Call rates of \$0.05 per minute (Compliant with all pending FCC rules)
3. \$0.01/min commission on calls, subject to finalization of pending FCC rules.
4. No commissions on video visits (consistent with the current practice.)
5. Ongoing commissions on streaming and text messaging services of 50%

Per exhibit "D", if FCC regulations are finalized, and any other option is initially selected, the contract would automatically revert to Option 4 anyways, and elimination of phone commission.

Suggested Motion: Move to authorize the Chairman to sign the agreement with IC Systems, with "Option 4" for phone call rates.

Capt. Andrew Frobig
Jail Administrator

Cass County Sheriff
Law Enforcement Center
 1612 23rd Avenue North
 P.O. Box 488
 Fargo, North Dakota 58107-0488
 Phone: 701-241-5800
 Fax: 701-241-5806

Cass County Sheriff
Courthouse
 211 9th Street South
 P.O. Box 488
 Fargo, North Dakota 58107-0488
 Phone: 701-241-5800
 Fax: 701-241-5805

Cass County Jail
 450 34th Street South
 Fargo, North Dakota 58103
 Phone: 701-271-2900
 Fax: 701-271-2967

	ICSystem	Cidnet	Securus	Reliance	NCIC	Smart Comms	Homeway	Turnkey
Lowest Phone Cost*	\$0.05	\$0.05	\$0.06	\$0.07	\$0.07	\$0.09	\$0.20	\$0.21
Lowest Remote Video Cost*	\$0.14	\$0.12	\$0.39	\$0.12	\$0.20	\$0.14	\$0.20	\$0.50
Free Onsite Video	✓	✓	✓	✓	✓	✓	✓	✓
Telephones Fixed	✓	✓	✓	✓	✓	✓	✓	✓
Video Visit Terminal Fixed	✓	✓	✓	✓	✓	✓	✓	✓
Telephone Wireless	✓	✓	✓	✓	✓	✓	✓	✓
Video Visit Wireless	✓	✓	✓	✓	✓	✓	✓	✓
Automated Public Info	✓	No	✓	No	No	No	No	No
Text Messaging	✓	✓	✓	✓	✓	✓	✓	✓
Text w/ Photo	✓	✓	✓	✓	✓	✓	✓	✓
TDD/TTY (Deaf)	✓	Unk	✓	Unk	Unk	Unk	Unk	✓
Video Relay Service (Deaf)	✓	No	No	No	✓	✓	No	No
Phone Archive	9999	9999	365	1825	9999	9999	365	90/9999
Video Archive	180	Unk	30	1825	365	9999	90	90/9999
Text Archive	9999	9999	9999	1825	9999	9999	9999	9999
Unauth Video Security	✓	✓	✓	✓	✓	✓	✓	✓
Transcription	✓	✓	✓	No	✓	✓	✓	No
Translation	✓	No	✓	No	No	✓	✓	No
Investigative Tools	✓	✓	✓	✓	✓	✓	✓	✓
Inmate/Staff Comms	✓	✓	✓	✓	✓	✓	✓	✓
Custom Facility Forms	✓	✓	✓	✓	✓	✓	✓	No
Custom Facility Content	✓	✓	✓	✓	✓	✓	✓	No
Streaming Content	✓	✓	✓	✓	No	✓	✓	✓
Educational Content	✓	✓	✓	✓	✓	✓	✓	xtra cost
Offsite Mail Scanning	✓	xtra cost	xtra cost	No	✓	✓	✓	No
Local Mail Scanning	No	✓	✓	✓	No	No	No	✓
Law Library Access	✓	✓	xtra cost	✓	✓	✓	✓	xtra cost



CONTRACT APPROVAL

REQUIRED BY DEPARTMENT:

DEPARTMENT: Sheriff's Office DATE OF REQUEST: 09-10-2024

COMPANY REQUESTING CONTRACT: Inmate Calling Solutions, LLC

BRIEF PROJECT DESCRIPTION: Inmate telephone services agreement

NEW CONTRACT OR CONTRACT RENEWAL

REQUIRED BY STATE'S ATTORNEY OFFICE:

STATE'S ATTORNEY SIGNATURE: _____ DATE _____

STATE'S ATTORNEY COMMENTS:

INMATE TELEPHONE SERVICES AGREEMENT

This Inmate Telephone Services Agreement ("Agreement") is made by and between Inmate Calling Solutions, LLC, d/b/a ICSolutions ("ICS"), having its principal place of business at 2200 Danbury Street, San Antonio, TX 78217, and **Cass County, North Dakota** (the "County") having its principal address as set forth on Exhibit A, attached hereto.

1. **Term of Contract.** This Agreement shall commence upon the date inmates within the County's control begin placing telephone calls from the Equipment (such actual date the "Cutover Date") and shall remain in force and effect for an initial term of three (3) years from such Cutover Date (the "Initial Term"). This Agreement shall automatically renew for an additional term of one (1) year, upon the same terms and conditions as set forth herein, unless either party otherwise provides written notice to the other party at least ninety (90) days prior to such scheduled renewal. Notwithstanding the foregoing, either party may terminate this Agreement with sixty (60) day's prior written notice, based on an adverse economic change, beyond such party's reasonable knowledge or control, that materially affects such party's rights or obligations hereunder. In the event that County terminates this Agreement prior to the end of the Initial Term, for any reason other than an uncured default by ICS, then County shall reimburse ICS' unamortized capital outlay for the Equipment provided hereunder in an amount equal to \$8,362.00 per month for each month that would have otherwise remained in the Initial Term. Upon termination of this Agreement, County shall promptly cease the use of all Equipment provided hereunder.
2. **Service & Equipment.** This Agreement applies to the provision of inmate telephone services by ICS using Equipment either centrally located or within space provided by the County at each of the "Service Locations" listed on Exhibit A, attached hereto. The term "Equipment" is defined herein as telephone sets, computer systems and software, all as more fully described on Exhibit B, attached hereto. All Equipment shall be installed by properly trained personnel and in a good, workmanlike manner. Any Equipment of ICS installed upon the premises owned, leased or otherwise under the supervision of County, shall remain in all respects the property of ICS. ICS reserves the right to remove or relocate any Equipment that is subjected to recurring vandalism or insufficient usage. ICS shall not exercise such right of removal or relocation unreasonably and, in any case with at least thirty (30) days prior notice to County. Upon removal of Equipment by ICS, ICS shall restore the premises to its original condition, ordinary wear and tear excepted.
3. **Alteration and Attachments.** County shall not make alterations or place any attachments to Equipment and Equipment shall not be moved, removed, rendered inoperable or unusable, or made inaccessible to inmates or users by County without the express written permission of ICS.
4. **Training.** ICS shall provide on-site training plus internet-based training at no cost to County. Additional training may be provided upon County's request based on availability of ICS.
5. **Call Rates.** ICS shall provide calling services to retail consumers at the rates and charges set forth on Exhibit C, attached hereto. ICS may permit certain consumers to be billed on a collect basis and reserves the right to establish thresholds for the level of any collect call credit to be allowed for such billed consumers. Rates and charges may be subject to change based on an order or rule of a regulatory authority having applicable jurisdiction.
6. **Commissions to County.** ICS will install, operate and maintain Equipment at no charge to County. ICS will pay County the commission amounts set forth on Exhibit D, attached hereto (collectively the "Commissions"), in consideration of the County granting ICS exclusive rights for the installation and operation of Equipment servicing the Service Locations. No Commissions shall be paid to County on amounts relating to taxes, regulatory surcharges such as universal service fund, or other fees and charges not applicable to the billed calls, except as expressly provided on Exhibit D.

ICS will pay Commissions to County on a monthly basis on or before the first business day occurring 45 days following the end of the month in which such Commissions are earned or accrued. Such Commissions shall be sent to the address designated by County or wired to an account designated in writing by County for such purpose. Each Commission payment to County shall be final and binding unless ICS receives written objection from County within ninety (90) days of County's receipt of such payment.

The parties agree that all financial consideration for services hereunder is predicated on the rates and charges applicable at the time of execution and is, therefore, subject to adjustment based on any changes that may be required by any law, rule, tariff, order or policy (any of which, a "Regulatory Change") of, or governed by, a regulatory body having jurisdiction over the public communications contemplated herein. In the event that a Regulatory Change affects such rates and charges, the parties agree to enter into good faith negotiations to amend this Agreement in a manner that provides sufficient consideration to ICS for ongoing services, as well as complies with the Regulatory Change. If the parties cannot reach an agreement as to the amendment necessary within 30 days of public notice of the Regulatory Change, then either party may terminate this Agreement with an additional 60 days' prior written notice. In addition, Commission rates and amounts are predicated on County maintaining an average daily inmate population consistent with the average of the three months preceding the Cutover Date and having access to the telephone Equipment materially consistent with industry practice.

In the event ICS invoices County for additional services or Equipment, County shall pay such invoices within 30 days of the date thereof. ICS reserves the right to offset any past due invoices from amounts otherwise payable to County including, without limitation, Commissions.

7. County shall:

- a. Advise ICS of any Services Location or related premises that has been closed.
- b. Throughout the term of this Agreement, including any renewal terms, use ICS as its exclusive provider for all matters relating to inmate communication services.
- c. Reasonably protect the Equipment against willful abuse and promptly report any damage, service failure or hazardous conditions to ICS.
- d. Provide necessary power and power source, at no cost to ICS, and an operating environment with reasonable cooling consistent with general office use.
- e. Provide suitable space and accessibility for inmates' use of telephone services.
- f. Permit ICS to display reasonable signs furnished by ICS and not affix or allow to be affixed any other signs, equipment or information to the Equipment.
- g. Permit reasonable access by ICS to County's Service Locations as reasonably necessary for ICS to install, support and maintain the Equipment.
- h. Be responsible for designating any required destination numbers as 'do not record' to ensure privacy for, among other things, attorney client privilege calls, using system features designed for such purpose.
- i. Comply with all federal, state and local statutes, rules, regulations, ordinances or codes governing or applicable to the telephone services offered by ICS.

8. Law and Venue. The domestic law of the State of North Dakota shall govern the construction, interpretation and performance of this Agreement and all transactions hereunder. All disputes

hereunder shall be resolved exclusively in state or federal jurisdictions located in Cass County of North Dakota.

9. **Notices.** Any notice or demand required hereunder shall be given or made by mail, postage prepaid, addressed to the respective party at the address first set forth or referenced above unless otherwise communicated in writing.
10. **Entire Agreement.** This Agreement, together with its Exhibits, constitutes the entire Agreement between the parties with respect to the subject matters and supersedes any prior written or oral agreements regarding such matters. This Agreement may not be modified or amended other than by a written instrument executed by both parties. Any orders placed by County hereunder shall be incorporated herein by mutual consent of the parties and shall supplement but not supersede the provisions of this Agreement. The County represents and warrants that it has the legal authority to make decisions concerning the provisions of space for telephones placed by ICS at the Service Locations covered by this Agreement and that ICS may rely thereon.
11. **Risk of Loss.** ICS shall relieve County of all risk of loss or damage to Equipment during the periods of transportation and installation of the Equipment. However, County shall be responsible for any loss or damage to Equipment located on the premises caused by fault or negligence of County, its employees or others under County's supervision.
12. **Default.** In the event either party shall be in breach or default of any terms, conditions, or covenants of this Agreement and such breach or default shall continue for a period of thirty (30) days after the giving of written notice thereof by the other party, then, in addition to all other rights and remedies at law or in equity or otherwise, including recovering of attorney fees and court cost, the non-breaching party shall have the right to cancel this Agreement without charge or liability. The waiver of any default hereunder by either party shall not constitute, or be construed as, a waiver of any subsequent default.
13. **Assignment.** This Agreement may be transferred or assigned, in whole or in part, by ICS to any parent, successor, subsidiary, or affiliate of ICS. ICS may sub-contract any portion of its duties hereunder provided, however, it shall remain at all times responsible for such sub-contracted duties. This Agreement may otherwise only be transferred or assigned by a party with the written consent of the other party, which consent shall not be unreasonably withheld or delayed.
14. **Relationship.** The parties hereto are independent contractors and this Agreement shall not be construed as a contract of agency or employment. Each party shall be solely responsible for compliance with all laws, rules and regulations and payment of all wages, unemployment, social security and any taxes applicable to such party's employees. Each party represents and warrants that: (a) it is duly organized, validly existing and in good standing under the laws of the jurisdiction of its formation; (b) the execution, delivery and performance of this Agreement has been duly authorized by all necessary corporate actions; and (c) its performance hereunder shall be in compliance with applicable state and federal legal and regulatory requirements.
15. **Indemnification.** Each party shall indemnify, defend and hold harmless the other party from and against any and all claims, losses, injuries, or demands asserted by third parties (collectively "Claims") arising from the material breach, negligent acts or misconduct of such indemnifying party, its agents or employees, in the performance of any of its obligations hereunder. Except for the foregoing express indemnification, each party shall bear its own liability and costs of defense for any third-party claims.
16. **Force Majeure.** Either party may suspend all or part of its obligations hereunder and such party shall not otherwise be held responsible for any damages, delays or performance failures caused by acts of God, events of nature, civil disobedience, acts of government, military action, acts of terrorism, epidemics or similar events beyond the reasonable control of such party.

17. **Severability.** If any of the provisions of this Agreement shall be deemed invalid or unenforceable under the laws of the applicable jurisdiction, such invalidity or unenforceability shall not invalidate or render unenforceable the entire Agreement, but rather the entire Agreement shall be construed as if not containing the particular invalid or unenforceable provision or provisions, and the rights and obligations of ICS and County shall be construed and enforced accordingly.
18. **Special ADA.** ICS will install Equipment in accordance with the Americans with Disabilities Act and any related federal, state and local regulations in effect at the time of installation. ICS shall make any alterations to the Equipment as necessary for its correct operation and/or compliance with applicable laws at no cost to County.
19. **Limitation of Liability.** IN NO EVENT WILL EITHER PARTY BE LIABLE TO THE OTHER PARTY FOR ANY LOSS OF PROFITS, LOSS OF USE, LOSS OF GOODWILL, CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES REGARDLESS OF THE FORM OF ANY CLAIM, WHETHER IN CONTRACT OR IN TORT OR WHETHER FROM BREACH OF THIS AGREEMENT, IRRESPECTIVE OF WHETHER SUCH PARTY HAS BEEN ADVISED OR SHOULD BE AWARE OF THE POSSIBILITY OF SUCH DAMAGES.
20. **Warranty.** Subject to County's compliance with its obligations hereunder, Equipment shall be free from defects in workmanship and material, shall conform to ICS' published specifications in effect on the date of delivery or as otherwise proposed to County in writing, and shall not infringe any patent or trademark. This warranty shall continue while Equipment is in operation at each Service Location. County shall provide ICS with prompt written notification as to the specifics of any nonconformity or defect and ICS shall have a commercially reasonable timeframe to investigate such nonconformity or defect. As County's sole and exclusive remedy, ICS shall, at ICS' sole option and expense, either: (a) correct any nonconformities or defects which substantially impair the functionality of the Equipment in accordance with the aforesaid specifications; (b) use reasonable efforts to provide a work-around for any reproducible nonconformities or defects which substantially impair the functionality of the Equipment in accordance with the aforesaid specifications; (c) replace such nonconforming or defective Equipment; or (d) promptly refund any amounts paid to ICS by County with respect to such nonconforming or defective Equipment upon ICS receipt of such nonconforming or defective Equipment. ICS does not warrant that the operation of the Equipment shall be uninterrupted or error-free. No warranty is made with respect to the use of Equipment on or in connection with equipment or software not provided by ICS. Equipment may contain recycled, refurbished or remanufactured parts which are equivalent to new parts. ICS makes no warranties or representations that it will solve any problems or produce any specific results.

EXCEPT AS EXPRESSLY PROVIDED HEREIN, THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES AND ICS HEREBY DISCLAIMS ANY OTHER WARRANTIES INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE. THE FOREGOING SHALL BE THE SOLE AND EXCLUSIVE REMEDY WITH RESPECT TO NONCONFORMING OR DEFECTIVE EQUIPMENT AND SERVICES. NOTHING CONTAINED HEREIN SHALL OBLIGATE ICS TO ENHANCE OR MODIFY THE SERVICES OR EQUIPMENT BEYOND THE SUBSTANTIAL FUNCTIONALITY INITIALLY ACCEPTED BY FACILITY, WHICH ACCEPTANCE SHALL BE DEEMED TO HAVE OCCURRED UPON THE GENERATION OF CALL REVENUE.

21. **No Hire/No Solicit.** During the term of this Agreement, and for a period of six (6) months thereafter, neither party shall solicit or hire the other party's employees, agents or representatives engaged by such party to perform work relating to this Agreement, without the express written consent of the other party.
22. **Confidentiality.** During the term of this Agreement, each party may disclose to the other certain proprietary information including, without limitation, trade secrets, know how, software, source code, techniques, future product plans, marketing plans, inventions, discoveries, improvements, financial

data, business strategies and the terms of this Agreement (collectively, "Confidential Information") of a character identified by the disclosing party as confidential and that should reasonably have been understood by recipient, because of legends or markings, the circumstances of disclosure or the nature of the information itself, to be proprietary and confidential to the disclosing party. Each party and each of its employees or consultants to whom disclosure is made shall hold all Confidential Information in confidence, and shall not disclose such information to any third party or apply it to uses other than in connection with the performance of this Agreement. Each party shall use the same degree of care that it utilizes to protect its own information of a similar nature, but in any event not less than reasonable duty of care, to prevent the unauthorized use or disclosure of any Confidential Information. A recipient may not alter, decompile, disassemble, reverse engineer, or otherwise modify any Confidential Information received hereunder and the mingling of the Confidential Information with information of the recipient shall not affect the confidential nature or ownership of the same as provided hereunder. The obligations of this paragraph shall survive termination of this Agreement for a period of three (3) years.

This Agreement shall impose no obligation of confidentiality upon a recipient with respect to any portion of the Confidential Information received hereunder which is: (a) now or hereafter, through no unauthorized act or failure to act on recipient's part, becomes generally known or available; (b) lawfully known to the recipient without an obligation of confidentiality at the time recipient receives the same from the disclosing party, as evidenced by written records; (c) hereafter lawfully furnished to the recipient by a third party without restriction on disclosure; or (d) independently developed by the recipient without use of the disclosing party's Confidential Information.

Nothing in this Agreement shall prevent the receiving party from disclosing Confidential Information to the extent the receiving party is legally compelled to do so by any governmental or judicial agency having jurisdiction.

- 23. License to Use Software.** With respect to the Equipment provided under this Agreement, ICS hereby grants to County a nontransferable, nonexclusive license to install, store, load, execute, operate, utilize and display (collectively, "Use") the runtime versions of the software used in the performance of this Agreement including, where applicable to the purposes hereunder, such Use on computers owned by County. Such license is specific to the County and Service Location(s) for which the ICS Services are provided and may not be transferred other than through an authorized assignment of this Agreement. Upon the termination hereof, this license and all rights of County to Use the software will expire and terminate. County will not transform, decompile, reverse engineer, disassemble or in any way modify any of the software or otherwise determine or attempt to determine source code from executable code of any elements of the software.
- 24. Third Party Software.** Third-party software licenses may be contained in certain software included with equipment and may therefore require a click-through acceptance by any users. Such software licenses are incorporated herein by reference and can be made available upon request.
- 25. Taxes.** Except as expressly provided for herein, each party shall bear responsibility for its own taxes and such other costs and expenses arising in connection with the performance of their respective obligations hereunder.
- 26. Insurance.** At all times during the Term of this Agreement, ICS shall maintain in effect the following types and amounts of insurance:

 - a. General Liability Insurance: \$1,000,000 per occurrence; \$1,000,000 personal injury; \$2,000,000 general aggregate; \$2,000,000 products/completed operations.
 - b. Commercial Automobile Liability: \$1,000,000 Combined Single Limit.
 - c. Workers' Compensation: ICS shall comply with all workers' compensation requirements for the jurisdictions in which employees/representatives perform applicable duties.

ICS shall provide certificates evidencing the above coverage amounts upon request from County.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement by their duly authorized representatives on the dates set forth below, and represent and warrant that they have full authority to execute this Agreement on behalf of their respective parties:

**Inmate Calling Solutions, LLC
d/b/a ICSolutions**

Cass County, North Dakota

(Signature)

(Signature)

(Printed Name)

(Printed Name)

(Title)

(Title)

(Date)

(Date)

Exhibit A – County Addresses

Principal Business Address (used for all notices hereunder):

Cass County Law Enforcement
1612 23rd Avenue North
Fargo, ND 58102

Facilities & Service Locations:

Facility Name

Service Locations

Cass County Jail

450 34th Street South
Fargo, ND 58103

Equipment to be shipped to:

Cass County Jail
450 34th Street South
Fargo, ND 58103

Commissions to be paid to:

Cass County Jail
450 34th Street South
Fargo, ND 58103

Exhibit B – Equipment & Services

THE ENFORCER® Inmate Calling Platform

- 48 inmate telephones
- Captel, TDD/TTY, &/or VRS units, as needed, for deaf and hard of hearing inmates
- Inmate voicemail messaging
- Redundant data storage in our Atlanta and San Antonio data centers
- Online storage of all call recordings and call data for the entire contract duration, plus any required retention period thereafter
- Unlimited Enforcer® user licenses

ARGUS™ PREMIUM INVESTIGATIVE SUITE

- Argus ECHO™ continuous voice biometrics
 - Features automatic voice enrollment
- Call & video visit transcription / translation
- Keyword search
- Enhanced three-way call detection

THE ENFORCER® DATA ANALYSIS & IVR SUITE

- THE ANALYZER™ link analysis / data mining tools
- THE INFORMER™ PREA module
- THE COMMUNICATOR™ paperless inmate communications portal
- THE ATTENDANT™ automated information line

The Bridge 8.0™ INMATE TABLET & KIOSK SYSTEM

- Tablets with 8” screens; one per inmate plus reasonable spares; maintenance and support subject to ICS’ standard Tablet Damage and Replacement Policy, attached hereto as Exhibit B-1
- 16 inmate kiosks with 17” screens for video visitation
- 4 public kiosks with 17” screens to accommodate onsite visitors
- Tablet charging stations / Tablet Distribution System terminals
 - With 8” touchscreens, stations are also fully functional inmate kiosks that serve as additional backup to tablets and video visitation kiosks
- Secure communication made easy using handheld tablets & kiosks
 - Onsite + remote video visitation, with network bandwidth provided by ICS
 - Inmate email / text messaging and inbound photo sharing
 - Privileged messaging with registered attorneys
 - Inmate calling through ICS’ Enforcer® platform
- FREE access to scanned postal mail
- FREE inmate self-service apps
 - Commissary ordering
 - Balance check
 - Bonds / court dates
 - Customizable forms
 - Grievance reporting
 - Inmate requests
 - Medical requests / sick call
 - Inmate handbook & other facility documents
- FREE educational content, including iPathways, GED/HiSet materials, & cognitive adult education

- FREE premium educational content from Edovo Core™
 - Full library, GED prep, behavioral therapy, vocational training, and more
 - Enables the County to upload its own content
 - Supports continued learning after release, at no cost to the County or user
- FREE eBooks, including religious materials
- FREE Purple video relay service to ensure ADA compliance
- FREE access to the digital law library
- Large collection of streaming entertainment content available – music, movies, sports, games, etc.

UNIQUE Bridge 8.0™ TABLET DISTRIBUTION SYSTEM

- Inmates enter their unique login credentials to check a tablet out from a secure self-service kiosk
- Kiosk camera photographs each inmate who accesses the system
- Only the inmate who checked out a tablet can operate it
- System tracks which inmate has checked out each tablet and sends an alert to the specified officer(s) if the tablet is not returned within the configured timeframe
- Forces each inmate to return a previous tablet before they can check out another
- **Minimizes staff involvement in managing tablet distribution & collection**

OFFSITE MAIL SCANNING

- Non-legal postal mail is directed to ICSolutions' scanning center, where it is scanned and digitized
- Delivered to inmates via the inmate tablets & kiosks

FASTCASE™ LAW LIBRARY SUBSCRIPTION

- Accessible via the inmate tablets and kiosks
- Simple and complex searching of Federal and State case law, statutes, and administrative law

JMS & COMMISSARY/BANKING INTERFACES

- Inmate Debit Accounts – funded from their Trust Account as a simple commissary purchase
 - A single Debit Account to pay for all phone, video, & tablet services
- Automated inmate ID/PINs

TURNKEY INSTALLATION & ONSITE SUPPORT

- Turnkey installation encompassing all necessary hardware, software, & network infrastructure
- Full-time Project Manager during installation
- Full-time Account Manager throughout the contract term
- Initial and ongoing training for all County users
- Local technicians to provide regular onsite maintenance & emergency service
- 24 x 7 x 365 live, U.S.-based service for County staff and public users
- All-inclusive warranty, support, and repair/replace maintenance package

Exhibit B-1

Tablet Damage and Replacement Policy

- A. Overview:** The purpose of this Policy is to provide an operational framework to support a ‘Spare Tablet Program’ to help ensure uninterrupted access to communication and entertainment services for inmates. ICS acknowledges the rigorous use environment of correctional facilities and provides a Spare Tablet Program to County with an allowance of spare tablets equal to 10% of the total tablets offered. Under ordinary use conditions, the Spare Tablet Program includes repair or replacement as needed at no cost to County. However, Tablets that are deliberately misused or damaged shall not be covered under the Program.
- B. Exclusions from Free Replacement Coverage:** While ICS is committed to supporting County in maintaining operational efficiency and inmate satisfaction, it is understood that the Spare Tablet Program does not extend coverage to tablets that have been subjected to physical damage through misuse or deliberate acts by inmates or any other individuals. This includes, but is not limited to:
- Screens that are shattered, cracked, or otherwise compromised.
 - Tablets with missing pieces or parts, indicating tampering or attempts to disassemble.
 - Damage resulting from attempts to open the tablet casing unauthorizedly.
 - Any form of physical alterations that deviate from the tablet's original condition as supplied.
 - Lost or stolen tablets while under the County’s supervision.
- C. Procedure for Reporting Damages:** County shall report any damages to tablets within a reasonable timeframe from the occurrence of the damage. The report should include a detailed description of the condition of the damaged tablet, accompanied by photographic evidence where possible.
- D. Assessment and Determination:** Upon receiving a damage report, ICS will assess the reported condition against the exclusions listed in paragraph B, above. Tablets deemed by ICS, in its reasonable discretion, to have been damaged due to reasons covered under the exclusions will not be eligible for free replacement under the Spare Tablet Program. In such event, County may opt to purchase replacement tablets at the cost in effect at the time.
- E. Responsibility and Care:** County agrees to educate and enforce proper care and use of the tablets among the inmate population to minimize incidents of deliberate damage. ICS will provide County with care and handling guidelines to be communicated to inmates.
- F. Amendments and Exceptions:** ICS reserves the right to review and reasonably adjust this Policy as needed to ensure fairness and sustainability of the Spare Tablet Program.

Exhibit C – Rates & Charges

The following rates apply to calls from all Service Locations:

Prepaid, Debit, Qwikcall™ & Direct Bill Calling Rates				
<u>Call Type</u>	<u>OPTION 1 Per Minute Charge</u>	<u>OPTION 2 Per Minute Charge</u>	<u>OPTION 3 Per Minute Charge</u>	<u>OPTION 4 Per Minute Charge</u>
Local	\$0.12	\$0.07	\$0.02	\$0.05
Intrastate/IntraLATA	\$0.12	\$0.07	\$0.02	\$0.05
Intrastate/InterLATA	\$0.12	\$0.07	\$0.02	\$0.05
Interstate	\$0.12	\$0.07	\$0.02	\$0.05
International (Debit only)	* Cost + \$0.21	* Cost + \$0.21	* Cost + \$0.21	* Cost + \$0.07
SELECTED (Initial One)				

***NOTES:** Domestic interstate rates apply for calls to U.S. territories including American Samoa, Guam, Northern Mariana Islands, Puerto Rico and U.S. Virgin Islands. All non-U.S. destinations are rated as international.*

** “Cost” means ICS’ underlying carrier cost based on an average rate per minute per destination calculated quarterly pursuant to 47 CFR § 64.6030 (e).*

Call rates shown do not include local, county, state and federal taxes, regulatory fees and billing fees.

Keep Families Connected™ Program: Two (2) free calls per week per inmate

Billing Fees (non-commissionable):

Payment Processing Fee (Live Agent)..... \$5.95
Payment Processing Fee (IVR, Internet & QwikCall®)... \$3.00

Other Service Fees (commissionable; see Exhibit D):

Remote Video Visitation (per minute)..... \$0.14
Streaming Tablet Content (per minute)..... \$0.05
Email / Text Messaging (per message or photo)..... \$0.25

(All other fees free or waived)

Exhibit D – Commissions

ICS shall pay to County Commissions for all Service Locations based on the service fee option selected by County on Exhibit C as follows:

	<u>Upfront</u>	<u>Call-Based</u>	<u>Remote VVS</u>	<u>Tablet Stream</u>	<u>Email/Text Msg</u>
Option 1	\$100,000	80%	25%	25%	25%
Option 2	\$100,000	71%	25%	25%	25%
Option 3	N/A	N/A	25%	25%	25%
Option 4	\$100,000	\$.01/min	N/A	50%	50%

Notes: The call revenue Commission applies to gross call revenue for all call types. Commissions for Remote Video visitation, Streaming Tablet Content and Email/Text Messaging apply to service fees collected by ICS. On the effective date of new FCC regulations currently scheduled for January 1, 2025, Options 1 or 2, if previously selected under this Agreement, shall automatically convert to Option 4 and, if Option 3 was originally selected, the Remote Video Visitation Commission shall be eliminated.

Note: Commissions shall be made payable and sent to the address so designated on Exhibit A to this Agreement.